

### **Los Angeles District Import Operations**

The Los Angeles District Import Operations is one of the nation's largest Import Operation Departments in the FDA. It is located at offices in Long Beach, Ontario, Torrance, Carson, Woodland Hills and Los Angeles International Airport (LAX) in California as well as an office in Phoenix, Arizona. It oversees the largest port in the United States, which is the Twin Sea Ports of Los Angeles and Long Beach, which accounts for 45% of the nation's maritime cargo shipments. The LA District Import Operations Branch also oversees the second busiest Airport in the nation which is LAX as well as the Ontario Airport, the International Mail Facility and the Phoenix, Arizona Airport. It is the responsibility of this Branch to review, investigate, inspect, examine, sample collect and make admissibility decisions on all FDA regulated products offered for entry and sale into the United States from foreign sources coming through its ports of coverage. FDA Import personnel work daily with the Department of Homeland Security, US Customs and Border Protection (CBP), Immigration Customs Enforcement (ICE), US Department of Agriculture (USDA), Fish and Wildlife Services (FWS), National Oceanic Atmospheric Administration (NOAA) as well as local City, County, State and other regulatory and law enforcement agencies to regulate and police the importation of products into the United States.

#### **Port Codes Covered:**

2704 Los Angeles, California  
2713 Port Hueneme, California  
2709 Huntington Beach, California  
2707 Port of St. Luis, California  
2711 El Segundo, California  
2712 Ventura, California  
2715 Capitan, California  
2719 Estero Bay, California

Director, Import Operations Branch: Dan R. Solis  
Deputy Director: Larry Howell  
Import Program Manager: Gordon Chu  
Compliance Manager: Richard Chiang

Mailing Address: One World Trade Center, Suite 300, Long Beach, CA 90831  
General Phone: 562-256-7700  
General Fax: 562-256-7701

#### **Entry Status Information:**

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned within 24 hours.

Compliance Status Line: 562-256-7707

\*This phone number should be used to check status on entries that are still in admissibility status. Leave a message on this line and your call will be returned within – 24 hours.

Entry Status Line: 562-256-7700 (Utilizing the email addresses is the recommended route for checking entry status).

Email Addresses:

\*Status and general inquiries can also be sent to the following email addresses.

Email Addresses: [LAImports@fda.hhs.gov](mailto:LAImports@fda.hhs.gov)

\*Electronic private laboratory analytical packages can be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov> or to the following group email address. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action: [LAImports@fda.hhs.gov](mailto:LAImports@fda.hhs.gov)

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**Los Angeles International Airport (LAX) Resident Post:**

Port Codes Covered:

2720 Los Angeles International Airport

2791 DHL Express

2775 TNT Express Worldwide at LAX

2776 Intl. Bonded Courier ECCF

2792 DHL Express

2770 DHL Worldwide, Los Angeles, CA

2772 Gateway ECCF

2773 Air Cargo Ser., LAX

2774 Virgin Atlantic

2784 Santa Maria Public Airport

2787 John Wayne Airport

Supervisory Investigator: Sylvia Thomas

General Phone: 310-647-2900

General Fax: 310-524-9272

Operational Hours: 0800-1600

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned within 24 hours.

Compliance Status Line: 310-647-2900

\*This phone number should be used to check status on entries that are still in admissibility status. Leave a message on this line and your call will be returned within 24 hours.

Entry Status Line: 310-647-2900 (Utilizing the email addresses is the recommended route for checking entry status)

Email Addresses:

\*Status and general inquiries can also be sent to the following email addresses.

Email Addresses: LAXImports@fda.hhs.gov

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**Carson Resident Post (FCL- Centralized Examination Station):**

Port Codes Covered: none

Supervisory Investigator: Denise Williams

General Phone: 310-971-2174

General Fax: 310-971-3694

Operational Hours: 0800-1600

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned within 24 hours.

Compliance Status Line: 562-256-7707

\*This phone number should be used to check status on entries that are still in admissibility status. Leave a message on this line and your call will be returned within 24 hours.

Entry Status Line: 562-256-7700 (Utilizing the email addresses is the recommended route for checking entry status).

Email Addresses:

\*Status and general inquiries can also be sent to the following email addresses.

Email Addresses: LAImports@fda.hhs.gov

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**Ontario Resident Post:**

Port Codes Covered:

2795 UPS – Ontario

2605 Phoenix, Arizona

2609 Tuscon, Arizona

2783 Southern California Logistics Airport

2682 Williams Gateway Airport

2781 Palm Springs Airport

Supervisory Investigator: Van Strickland

General Phone: 909-390-7860

General Fax: 909-390-2972

Operational Hours: 0800-1600

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned within 24 hours.

Compliance Status Line: 562-256-7707

\*This phone number should be used to check status on entries that are still in admissibility status. Leave a message on this line and your call will be returned within 24 hours.

Entry Status Line: 562-256-7700 (Utilizing the email addresses is the recommended route for checking entry status)

Email Addresses:

\*Status and general inquiries can also be sent to the following email addresses.

Email Addresses: [OraLosOntarioImports@fda.hhs.gov](mailto:OraLosOntarioImports@fda.hhs.gov)

## **San Francisco District Import Operations**

San Francisco District ports receive over one hundred thousand regulated products annually, primarily from Pacific Rim countries. This makes SAN-DO's import volume one of the largest in the United States. Major imported products include radiation emitting devices, processed foods, seafood, fresh produce, medical devices, alcoholic beverages, ceramic ware, coffee, cocoa, tea, cosmetics, grains, and herbal products. San Francisco District works in cooperation with the U.S. Customs and Border Protection and other federal and state agencies to assure imported products meet the same high standards as domestic products. The Import Group oversees the regulation of international mail importations at the international mail facilities located in San Francisco (air mail) and Honolulu (air mail and surface mail).

### **San Francisco District Office:**

Port Codes Covered:

2722 Las Vegas, Nevada  
2786 Meadows Field Airport, Bakersfield, California  
2801 San Francisco International Airport, California  
2802 Eureka, California  
2803 Fresno, California  
2805 Monterey, California  
2809 San Francisco, California  
2810 Stockton, California  
2811 Oakland, California  
2812 Richmond, California  
2813 Alameda, California  
2815 Crockett, California  
2820 Martinez, California  
2821 Redwood City, California  
2827 Selby, California  
2828 San Joaquin River, California  
2829 San Pablo Bay, California  
2830 Carquinez Strait, California  
2831 Suisun Bay, California  
2833 Reno, Nevada  
2834 San Jose International, San Francisco, California  
2835 Sacramento International Airport, Sacramento, California  
2870 DHL Worldwide Express, San Francisco, California  
2871 Aircargo Handling Services, San Francisco, California  
2873 IBC Pacific, Burlingame, California  
2895 Federal Express Courier Facility, Oakland, California

District Director: Kathleen Lewis  
Director of Investigations: Darlene Almogela  
Import Program Manager: Steven Gillenwater  
Import Supervisor: Cindy Ford  
Director of Compliance: Lawton Lum

Mailing Address: 1431 Harbor Bay Parkway, Alameda, CA 94502-7070  
General Phone: 510-337-6700  
General Fax: 510-337-6701

### **Entry Status Information:**

#### **Sampled, Detained or Refused Entries:**

This email address should be used to check status on entries that have been sampled, detained or refused and are with a Compliance Officer. Your email will be answered within 3 business days.

Compliance Status Email: [sanimportscompliance@fda.hhs.gov](mailto:sanimportscompliance@fda.hhs.gov) (Please include the entry number and the product).

Compliance Fax: 510-337-6703

*Please contact the Compliance Officer identified on the Notice of FDA Action. Prior to contacting the Compliance Officer, **please read the Notice of FDA Action in its Entirety.***

**“ECD”** - This stands for “Estimated Completion Date.” If you see a Notice of FDA Action with a “SAMPLES COLLECTED” heading, and it has the words “ECD” or “Estimated Completion Date,” followed by a date on it, **please do NOT contact [sanimportscompliance@fda.hhs.gov](mailto:sanimportscompliance@fda.hhs.gov) until AFTER the Estimated Completion Date printed on the notice.**

\*Electronic private laboratory analytical packages can be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov> or to the following group email address. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action:

[SanImportsCompliance@fda.hhs.gov](mailto:SanImportsCompliance@fda.hhs.gov)

#### **Entries that have NOT been Detained or Refused:**

#### **Questions regarding Documents for Review**

Questions regarding import documents requested for further review. A decision should be made within 3 business days. Please send entry documents (Customs Form 3461, Invoice, Bill of Lading, etc.) electronically via ITACS. The portal is <https://itacs.fda.gov>.

Documents Email: [sanimportsentryreviewers@fda.hhs.gov](mailto:sanimportsentryreviewers@fda.hhs.gov)  
Fax: 510-337-6706

**Availability:**

Notification of availability of product for examination. An FDA investigator will contact you within 3 business days.

Availability should be transmitted via ITACS. The portal is <https://itacs.fda.gov>.

Availability Email: [sanimportsstatus@fda.hhs.gov](mailto:sanimportsstatus@fda.hhs.gov)  
Fax: 510-337-6706

**Status:**

This phone number/email address should be used to check status on entries that are still in admissibility status. You can use ITACS to check the status of individual entries and lines. The portal is <https://itacs.fda.gov>. You can leave a message on this line and your call will be returned within 24 hours on business days.

Entry Status Line: 510-337-6722  
Fax: 510-337-6706  
Entry Status Email: [sanimportsstatus@fda.hhs.gov](mailto:sanimportsstatus@fda.hhs.gov)

Questions regarding the status include questions such as, for example, “When is an investigator coming out to examine my shipment?” Or, “An examination of the product was made and a sample was not collected – what is the current status of this shipment?” We can also provide help with product codes.

Also, please email [sanimportsstatus@fda.hhs.gov](mailto:sanimportsstatus@fda.hhs.gov) for updates/changes to firm addresses.

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**Honolulu Resident Post:**

Port Codes Covered:  
3201 Honolulu, Hawaii  
3202 Hilo, Hawaii  
3203 Kahului, Hawaii  
3204 Nawiliwili-Port Allen, Hawaii  
3205 Honolulu International Airport, Hawaii  
3206 Kona, Hawaii

3295 Honolulu Airport, Honolulu, Hawaii

Supervisory Investigator: Lisa Capron

Mailing Address: 1132 Bishop Street, Suite 500, Box 195, Honolulu, HI 96813

General Phone: 808-522-8011

General Fax: 808-522-8008

Operational Hours: 9:00 am – 5:00 pm.

### **Entry Status Information:**

#### **Sampled, Detained or Refused Entries:**

This email address should be used to check status on entries that have been sampled, detained or refused and are with a Compliance Officer. Our Compliance Officers are located on the Mainland. Your email will be answered within 3 business days.

Compliance Status Email: [sanimportscompliance@fda.hhs.gov](mailto:sanimportscompliance@fda.hhs.gov) (Please include the entry number and the product).

Compliance Fax: 510-337-6703

*Please contact the Compliance Officer identified on the Notice of FDA Action. Prior to contacting the Compliance Officer, **please read the Notice of FDA Action in its Entirety.***

**“ECD”** - This stands for “Estimated Completion Date.” If you see a Notice of FDA Action with a “SAMPLES COLLECTED” heading, and it has the words “ECD” or “Estimated Completion Date,” followed by a date on it, **please do NOT contact [sanimportscompliance@fda.hhs.gov](mailto:sanimportscompliance@fda.hhs.gov) until AFTER the Estimated Completion Date printed on the notice.**

\*Electronic private laboratory analytical packages can be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov> or to the following group email address. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action:

[SanImportsCompliance@fda.hhs.gov](mailto:SanImportsCompliance@fda.hhs.gov)

#### **Entries that have NOT been Detained or Refused:**

### **Questions regarding Documents for Review**

Questions regarding import documents requested for further review. A decision should be made within 3 business days. Please send entry documents (Customs Form 3461, Invoice, Bill of Lading, etc.) electronically via ITACS. The portal is <https://itacs.fda.gov>.



Documents Email: [sanhonimports@fda.hhs.gov](mailto:sanhonimports@fda.hhs.gov)  
Fax: 808-522-8008

**Availability:**

Notification of availability of product for examination. An FDA investigator will contact you within 3 business days.

Availability should be transmitted via ITACS. The portal is <https://itacs.fda.gov>.

Availability Email: [sanhonimports@fda.hhs.gov](mailto:sanhonimports@fda.hhs.gov)  
Fax: 808-522-8008

**Status:**

This phone number/email address should be used to check status on entries that are still in admissibility status. You can use ITACS to check the status of individual entries and lines. The portal is <https://itacs.fda.gov>. You can leave a message on this line and your call will be returned within 24 hours on business days.

Entry Status Line: 808-522-8011  
Fax: 808-522-8008  
Entry Status Email: [sanhonimports@fda.hhs.gov](mailto:sanhonimports@fda.hhs.gov)

Questions regarding the status include questions such as, for example, “When is an investigator coming out to examine my shipment?” Or, “An examination of the product was made and a sample was not collected – what is the current status of this shipment?” We can also provide help with product codes.

Also, please email [sanimportsstatus@fda.hhs.gov](mailto:sanimportsstatus@fda.hhs.gov) for updates/changes to firm addresses.

### **Seattle District Import Operations**

Seattle District covers Alaska, Idaho, Montana, Oregon and Washington. These five states are 27% of the landmass of the United States, have 57% of the nation's coastline (Alaska's coastline alone is greater than the continental United States), and 3.9% of the population.

### **Seattle District Office:**

District Director: Miriam Burbach  
Import Program Manager: Vacant  
Director of Compliance: Vacant  
Director of Investigations: Vacant

Mailing Address: 22215 26<sup>th</sup> Ave SE, Suite 210, Bothell, WA 98021-4425  
General Phone: 425-302-0410 to determine status after you have received your "Notice of FDA Action".

### **Entry Status Information:**

Compliance Status Line: The Compliance Officer is identified on the "Notice of FDA Action". Please contact the designated Compliance Officer at the number listed.

For Entry Status: Entries that are still in admissibility status please call the numbers listed below for each office.

\*Please submit electronic private laboratory packages via ITACS or by email to the Compliance Officer listed on the FDA Notice of Action.

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### **Blaine Resident Post (Blaine, Washington):**

Port Codes Covered:

3004 Blaine  
3005 Bellingham  
3007 Port Angeles  
3008 Port Townsend  
3009 Sumas  
3010 Anacortes  
3014 Friday Harbor  
3017 Point Roberts  
3023 Lynden

3027 Neah Bay

Supervisory Investigator: Nancy Saxenian-Emmons

General Phone: 360-332-4032

General Fax: 360-332-7771

Operational Hours: Monday-Friday 7:00 a.m. 11:00 p.m.

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**Oroville Resident Post (Oroville, WA):**

Port Codes Covered:

3012 Danville

3013 Ferry

3015 Boundary

3019 Oroville

3020 Frontier

3082 Grant County Airport

3081 Yakima Air Terminal

3011 Nighthawk

3016 Laurier

3022 Spokane

3025 Metaline Falls

Supervisory Investigator: Paul Rader

General Phone: 509-476-3691 or 509-476-3688

General Fax: 509-476-3693

Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

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**Puget Sound Resident Post (Seattle, WA):**

Port Codes Covered:

3001 Seattle

3006 Everett

3018 Kenmore Air Harbor

3071 UPS Cargo Facility, Seattle

Supervisory Investigator: Andy Johnson

Phone: 206-553-7011 ext 46

Import Fax: 206-553-0948

Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

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**Tacoma Resident Post (Tacoma, Washington):**

Port Codes Covered:

3002 Tacoma  
3003 Aberdeen – Hoquiam  
3026 Olympia  
3029 Seattle-Tacoma Int'l Airport (SEA-TAC)  
3072 Avion Brokers at SEA-TAC  
3073 DHL at SEA-TAC  
3074 Airborne at SEA-TAC

Supervisory Investigator: Andy Johnson

General Phone Message Only: 253-383-5252 Ext. 100

General Fax: 253-383-5858

Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

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**Eastport Resident Post (Eastport, ID):**

Port Codes Covered:

3302 Eastport  
3308 Porthill  
3318 Roosville

Supervisory Investigator: Paul Rader

General Phone: 208-267-7314

General Fax: 208-267-7628

Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

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**Sweetgrass Resident Post (Sweetgrass, MT):**

Port Codes Covered:

3301 Raymond  
3304 Great Falls  
3305 Butte  
3306 Turner  
3309 Scobey  
3310 Sweetgrass  
3316 Piegan  
3317 Opheim  
3319 Morgan  
3321 Whitlash

3322 Del Bonita  
3323 Wild Horse  
3325 Willow Creek

Supervisory Investigator: Paul Rader  
General Phone: 406-335-3550  
General Fax: 406-335-3553  
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

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**Portland Airport Resident Post (Portland, OR):**

Port Codes Covered:

2901 Astoria  
2902 Newport  
2903 Coos Bay – North Bend  
2904 Portland  
2905 Longview  
2907 Boise  
2908 Vancouver  
2909 Kalama  
2961 Kingsley Field, Klamath Falls  
2982 Medford  
2981 Kingsley Field  
2991 FEDEX Courier, Portland

Supervisory Investigator: Paul Rader  
General Phone: 503-262-8748  
General Fax: 503-262-8859  
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

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**Anchorage Resident Post (Anchorage, Alaska):**

Port Codes Covered:

3101 Juneau  
3195 FEDEX, Anchorage  
3196 UPS, Anchorage  
3124 Pelican  
3107 Valdez  
3111 Fairbanks  
3102 Ketchikan  
3103 Skagway

3104 Alcan  
3105 Wrangell  
3106 Dalton Cache  
3115 Sitka  
3125 Sandpoint  
3126 Anchorage  
3127 Kodiak

Supervisory Investigator: Michael Schuette

General Phone: 907-271-5018

General Fax: 907-271-5014

Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.